

**Job Location: Must live in Tennessee with multiple trips to State Office in Nashville weekly**

## **Director 2 – Child Care Certificate Program**

The Department of Human Services mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

The Certificate Program Director is responsible for providing state office program direction, staff management, technical assistance and leadership within the Child Care Certificate Program. This individual will interface with intra-departmental partners in the Assessment, Licensing and Family Assistance programs as well as federal partners within the administration of Children and families- Office of Child Care. The Certificate Program operation mission is to create opportunities for working families or those pursuing post-secondary education programs to have equal access to affordable quality child care services. The Director will manage a team of regional Program Supervisors and a Program Manager, with overall responsibility for approximately 50 individuals statewide. The end result will be child care payment assistance to eligible families, expanding capacity for participating child care providers and compliance with Child Care and Development Fund guidelines. This position reports directly to the Director 4- Child Care Services.

The Certificate Program Director is expected to be in Nashville at the State Office three times a week and will work from home two days a week.

### **Position Responsibilities:**

- Director's primary scope of responsibility is in effective management of people to ensure accomplishment of goals and accountability to processes and expectations
- Direct program staff in the determination of eligibility for child care payment assistance based on federal guidelines and program policy
- Direct program staff in delivery of best practices in customer service and consumer education
- Provide leadership in streamlining procedures and engaging technology to promote efficiency in business practices
- Develop, review, interpret and implement relevant federal and state policies and procedures; determine applicability of new and revised policies; and make recommendations for changes to existing state policies
- Provide oversight and direction to child care providers regarding compliance with Child Care and Development Block Grant requirements through training, monitoring and technical assistance
- Promote accessibility to affordable quality child care by increasing participation of child care providers in the Certificate program
- Provide leadership in recruiting, training, and retaining Certificate program staff who effectively support the program's mission
- Represent the Department at Federal, Regional and Statewide meetings and conferences

**Position Requirements:**

- Bachelor's degree in Social Services, Early Childhood Education, Human Services, Public Administration or other directly-related field
- Master's degree is preferred in directly-related field
- Demonstrated experience and ability to manage a direct team and large-scale workforce and successful implementation of accountability measures
- Proven ability and experience to foster teamwork and lead a team and large workforce toward the identified goals and vision
- 3 years of staff and program management experience with a major program, or equivalent experience through a combination of work and educational experience

**Competencies:**

- Mission-Driven
- Customer-Focused
- Independent Thinker/Decision-Making
- Effective Written and Verbal Communication
- Upholds Accountability
- Team Building
- Ability to Work in a Fast-Paced, Multi-Tasking Environment

**Information regarding State of Tennessee benefits:**

<https://www.tn.gov/hr/employees1/benefits.html>

**How to Apply:**

- Please submit resume and cover letter outlining your related experience to [talent.management.dhs@tn.gov](mailto:talent.management.dhs@tn.gov)  
All email submissions must include in the subject line: Child Care Certificate Program Director

- **Target Salary: \$68,000.** The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Applicants may be subject to background check.

Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

*Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.*